

# **Ooredoo Oman**

## **Business Continuity Management Policy – External Version**

### 1- Purpose:

The purpose of this Business Continuity Management (BCM) policy is to establish a structured approach for ensuring the resilience and continuity of Omani Qatari Telecommunications Company S.A.O.G (“Ooredoo Oman” or the Company”) critical operations in the event of disruptive incidents. This policy provides a framework for identifying potential threats, assessing their impact on business operations, and implementing effective measures to mitigate risks. By prioritizing preparedness and recovery, Ooredoo Oman aims to safeguard its employees, assets, reputation, and the interests of stakeholders, ensuring a swift and coordinated response to maintain essential functions under any circumstances.

### 2- Policy Scope:

This Policy applies to all the business units within technology, commercial (including all Ooredoo Oman retail stores), administration, and support functions in Ooredoo Oman.

### 3- Definition:

Terms	Definitions
BCCM	Business Continuity Crisis Management
BCM	Business Continuity Management
BCMS	Business Continuity Management System
HBCM	Head of Business Continuity Management
ISO22301	The Business Continuity Crisis Management standard which Ooredoo Oman is certified
Incidents	An incident is an event or occurrence that disrupts or has the potential to disrupt the normal operation of a system, service, or process. In the context of information technology, security, and business operations, an incident typically refers to any unplanned or unexpected event that affects the performance, security, or integrity of an organization's systems, data, or services.

### 4- Objectives of BCMS (Business Continuity Management System):

The objective of the BCMS at Ooredoo Oman is developed in line with this policy and its objectives, with a view to ensure corporate information assets are protected and can resume function quickly in the event of a disaster, while ensuring safety of human resources. The key stakeholders considered while developing the BCMS at Ooredoo Oman includes customers, employees, vendors, legal & regulatory bodies and organization’s senior management.

The following business continuity management system objectives have been considered while developing BCMS at Ooredoo Oman:

- To protect health and safety of our staff in the event of a disaster, by enhancing personal preparedness and timely response to potential emergencies;
- To ensure resumption and availability of critical business processes at a predefined level, within business acceptable timelines;
- To minimize the impact of any disruptive event and reduce the likelihood of re-occurrence of deliberate or accidental disruptive incidents, by identifying and resolving any underlying issues.

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- To comply with the applicable legal, statutory, regulatory and contractual requirements.
- Improve operational efficiency in coordination with HSE Facility & risk management.
- Ensure compliance with legal, regulatory and statutory bodies;
- Ensure effective risk management and business continuity;
- Maximize network performance by optimizing capacity & coverage;
- Protect business critical infrastructure from identified threats;
- Maintain market reputation and competitive advantage for Ooredoo Oman at the time of disaster.

The process of establishing the BCMS should start with identifying business needs, carrying out current state assessment to determine business risks, developing recovery strategies and creating business continuity, network and IT recovery plans for mitigating such business risks.

BCM steering committee (also referred as Crisis Management Team) at Ooredoo Oman shall be accountable for implementing, exercising and reviewing the BCMS. The CEO shall use the BCM steering committee and other existing resources to carry out business continuity tasks.

Business continuity risks for third parties shall be mitigated through controls listed in the respective third party agreements via insuring that procurement department and legal department include standard BCM risk clauses under all agreements.

## **5- Business Continuity Crisis Management Lifecycle**

Business Continuity Management System (BCMS) at Ooredoo Oman is aligned to PDCA cycle in ISO22301 (International Standard for BCMS) as Ooredoo Oman is ISO22301 certified.

## **6- Continual Improvement:**

Management shall be committed towards continually improving the effectiveness of its BCMS arrangements.